

JOB TITLE Senior Radiology Clinical Support Worker
BAND Band 3

Job Summary

- Independently undertake direct clinical tasks delegated from registered staff across the multiple imaging disciplines to facilitate efficient radiology services.
- Work alongside registered staff to assist with examinations such as fine needle aspirations, biopsies, fluoroscopy examinations.
- Undertakes a variety of administration and clerical duties required within the role such as booking and scheduling examinations under the direction of registered staff.

Responsible to

Reporting:

Accountable:

Professionally:

Responsibilities and Duties

The Senior Radiology Clinical Support Worker (SRCSW) is part of a multidisciplinary team, undertaking a wide range of clinical and administrative duties to support the provision of radiology examinations and procedures.

Through accredited learning and internal training, they will be supported in gaining the knowledge and skills required to deliver delegated aspects of clinical care within the radiology department, such as preparing equipment for a complex trolley setting, insertion and removal of intravenous cannulas, administration of oral contrast agents, and assist registered staff in the performing of aseptic examinations such as fine needle aspirations and musculoskeletal injections. They will deliver a variety of duties to directly assist patients, supporting the provision of consistently high levels of care and efficient services.

They will provide a range of housekeeping, administrative and clerical duties as required including greeting patients, performing initial identity checks and patient safety questionnaires, ensuring a clean environment is maintained, and support the learning and development of junior colleagues.

Planning and Design

The day to day role will be varied and reflect the varying daily needs within imaging services to ensure patient centred care, requiring a proactive approach to planning and scheduling of individual tasks. They will have knowledge of working procedures within imaging modalities and the required patient preparation, confirming requirements with senior staff to enable them to plan and schedules duties. The SRCSW will work alongside registered staff, co-ordinating with others to plan and adapt schedules to accommodate urgent and emergency referrals and be expected to take on more demanding organisational tasks such as booking examinations, transferring images electronically, and obtaining previous imaging and results, highlighting any potential issues to senior staff.

Clinical

The RCSW will support patients, service users and staff throughout imaging examinations and procedures.

Greet patients, performing initial identification checks and MRI safety questionnaires and highlighting any issues or inconsistencies to senior staff, collecting, directing, transporting, and escorting patients to / from examination rooms and the department, assisting with the transfer and positioning of patients using appropriate manual handling techniques and aids as required.

Chaperone and provide care for patients undergoing intimate examinations, ensuring dignity and confidentiality is maintained at all times.

Undertake the insertion and removal of intravenous cannulas, flushing with prefilled saline devices

Prepare and administer oral contrast agents / medicines for a variety of examinations after supply by registered staff and in line with legal and pharmaceutical requirements and acting as a second checker where these are to be administered by a registered practitioner.

Prepare equipment for administration of intravenous medicines / contrast by registered staff where legal mechanisms allow

Understand a range of medical and anatomical terminology to perform initial patient positioning for a range of imaging procedures / assisting registered staff with patient transfer and positioning using manual handling aids where necessary

Working alongside and under the direction of senior registered staff, assist with aseptic techniques and examinations such as fine needle aspirations, TRUS biopsy, musculoskeletal injections

Position and remove rectal tubes required for CT examinations of the large bowel

Prepare equipment for a complex trolley setting, assisting staff with setting the aseptic area, clearing trolleys and equipment post procedures, disposing of / packaging used equipment and linen for decontamination, handle / transport / dispose of specimens and bodily fluids and ensuring a clean environment is maintained.

Preliminary selection of appropriate MRI coils and immobilisation aids that may be required across a range of imaging modalities

Work in an unsupervised capacity to monitor and record patient observations and condition, and feedback regularly to supervising staff, e.g., blood pressure and oxygen saturation checks

Understand common complications of procedures undertaken, recognising the signs of a deteriorating patient and contrast media reaction, taking appropriate immediate action and escalating to senior staff / use departmental procedures to gain urgent and emergency assistance

Understand the basics of a range of medical conditions, adapting individual duties to reflect the impact these may have on the patient, clinical practice and imaging requirements

Attending to patient's hygiene needs and assisting with dressing / undressing and toileting requirements

Demonstrate awareness of radiation and MRI safety, ensuring the safety of themselves and supporting staff to ensure the safety of others

Communications

Communicate regularly with a multidisciplinary team to contribute to the efficient running of radiology services, including contacting patients, wards and other departments both in person and via telephone to organise examinations and arrange any necessary preparation as detailed by senior staff.

Provide factual information about examinations to patients, before, during and after procedures, ensuring patients and staff remain updated about any unexpected delays

Use a range of verbal and non-verbal communication techniques to communicate effectively with peers, colleagues, multidisciplinary team members, patients, carers and visitors and overcome communication barriers, i.e., cultural differences, language barriers, sensory impairment, or physiological difficulties.

Respond appropriately to routine queries, take telephone and in person messages and pass on accurate written and verbal information to patients and staff in a timely manner.

Possess skills and knowledge to support the resolution of conflict and verbal complaints.

Non-Clinical

Clean a variety of medical / imaging equipment and clinical areas, adhering to decontamination procedures and processes

Use resources effectively by utilising stock in date order and maintain appropriate levels, reporting or ordering supplies as required.

Preparing, cleaning, moving and maintaining a range of imaging and medical equipment.

Able to recognise safeguarding concerns and initiate procedures where appropriate and under the direction of registered staff

To work alone in a specified setting relevant to their role and experience, under indirect supervision (i.e., via telephone).

Undertake defined QA / QC checks on equipment working to set procedures and protocol in line with their area of work and training.

Support and participate in departmental audit processes, either individually or as part of a team to support service improvements.

Work effectively both as part of a team and individually within departmental standard operating procedures, able to prioritise own workload, achieve delegated tasks and support colleagues.

Commit to the provision of out of hours, shifts, and cross site working as required to ensure service provision is maintained.

Maintain a flexible approach to the role, understanding that changing clinical requirements may dictate differing duties to be undertaken.

Undertake additional learning and training to support additional clinical roles as required to facilitate ongoing service development and improvement

Digital and Information

Use a variety of software programmes such as Radiology Information Systems (RIS), Picture Archiving and Communication System (PACS), and Welsh Clinical Portal to facilitate efficient radiology service and contribute to the maintenance of accurate patient records

Under direction of registered staff, schedule, book and modify examinations using electronic systems

At the request of registered staff, obtain previous imaging / results / records and perform electronic transfer of images and examinations to other hospitals / external reporting agencies

Accurately record patient, examination, and procedure details (i.e., radiation dose, pharmaceutical used, operator / reporter details) using electronic systems, ensuring all required documents are scanned and using paper recording systems where / when required

Identify potential duplicate records, informing senior colleagues to ensure issues are rectified and radiology records are accurate and complete

Opening, distributing, and sending mail (both physical and electronic) as required, ensuring imaging request information is accurately recorded within Radiology Information Systems and highlighting any inconsistencies to senior staff

Finance and Budget

Facilitate the effective use of resources by utilising stock in date order and maintain appropriate levels, reporting or ordering supplies as required.

Management, Leadership and/or training

Support the induction and training of newly employed RCSWs through the demonstration of own duties and role.

PERSON SPECIFICATION

Qualifications and Knowledge

Essential

Level 3 qualification in relevant healthcare subject, or possess the equivalent skills, knowledge and experience with a commitment to undertake on the job training to NVQ Level 3 accreditation.
Understanding of the role of radiographic support workers

Desirable

Basic knowledge of anatomy and physiology
Knowledge of clinical work

Experience

Essential

Previous experience of working with the public in paid or voluntary roles
Experience of using computers

Desirable

Experience in supportive/assistant role such as Radiology Support Worker or HCSW or experience working within a hospital / caring environment
Experience in a range of clinical skills including aseptic techniques

Skills and Attributes

Good verbal and written communication skills

Able to demonstrate a positive, caring and compassionate attitude

Ability to deal with distressing situations

Works well both as an individual and as part of a team with good organisational and time management skills

Motivated and possess a non-judgemental attitude towards others

Willing to seek out learning, accept instruction and give/receive constructive feedback

Welsh Language Skills are desirable levels 1 in understanding, speaking, reading, and writing in Welsh (please delete as appropriate)

Other

Satisfactory Standard/Enhanced DBS clearance including an/a Adults and Childrens Barred List check

Ability to move and handle equipment and assist with manual handling of patients